

Sample sequence

Development of the Code of Rights

This resource is a sample sequence for practising listening skills through the Development of the Code of Rights.



HCDC HEALTH & DISABILITY COMMISSIONER
TE TOHIAU HAUORA, HAUĀTANGA

Your Rights when receiving a Health or Disability Service

- Respect**
You should be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.
- Fair Treatment**
No one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.
- Dignity and Independence**
Services should support you to live a dignified, independent life.
- Proper Standards**
You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you.
- Communication**
You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable, an interpreter should be available.
- Information**
You have the right to have your condition explained and to be told what your choices are. This includes how long you may have to wait, an estimate of any costs, and likely benefits and side effects. You can ask any questions to help you to be fully informed.
- It's Your Decision**
It is up to you to decide. You can say no or change your mind at any time.
- Support**
You have the right to have someone with you to give you support in most circumstances.
- Teaching and Research**
All these rights also apply when taking part in teaching and research.
- Complaints**
It is OK to complain – your complaints help improve service. It must be easy for you to make a complaint, and it should not have an adverse effect on the way you are treated.

If you need help, ask the person or organisation providing the service.
You can contact the local advocacy service on 0800 555 050 or the Health and Disability Commissioner on 0800 11 22 33 (TTY).



A Advocates Health & Disability Advocacy Service
Ara Kaitiaki

Your Rights when receiving a Health or Disability Service

- Respect**
To be treated with respect.
- Fair Treatment**
To be treated fairly without pressure.
- Dignity and Independence**
To respect your dignity and independence.
- Proper Standards**
Service delivered with care and skill.
- Effective Communication**
To have full access to communication.
- Information**
To have full information and questions answered.
- It's your decision**
You can say no or change your mind at any time.
- Support**
Family/whānau or friend to help you and support you.
- During Teaching and Research**
All 10 rights apply.
- Complaints taken Seriously**
It's OK to complain. You can have help from a health and disability advocate.

EMAIL: advocacy@hdc.org.nz FREE FAX: 0800 2787 7678. FREEDPHONE: 0800 555 050. www.hdc.org.nz **HCDC** A Crown owned public good. Health and Disability Commissioner



HCDC HEALTH & DISABILITY COMMISSIONER
TE TOHIAU HAUORA, HAUĀTANGA

Ōu Tika mo to whiwhinga ratonga Hauora, Hauātanga rānei.

- Mana**
E tika ana kia tikina tōu ake mana tangata, ahakoa ko wai koe, no hōu koe.
- Manaakitanga**
Kaua tetahi e whakararu i a koe mo ōu whakaaro, whakahaoro rānei i a koe ki te mahi koe e pai ki a koe.
- Tū Rangatira Motuhake**
Ma ngā ratonga e tū rangatira motuhake ai koe.
- Tautikanga**
Kā te tikanga kia matatau ngā pākanga maraaki, tāki i a koe, kia mahi kōwhiri te kōwhiri hei painga mōu.
- Whakawhitihitanga Whakaaro**
Mā te whakaranga kā mārama, me te tūtohu mōhioanga whānau kā tōu whakaranga, ki te hiahia kāu whakamārama ki tetahi atu epi e ahei hōu ana.
- Whakamōhio**
E tika ana kāu whakamārama ngā āhuatanga katoa o tōu mōhioanga me ngā kōwhiri e ahei mōu, āe atu ki te wā tātari, te uhu, ngā kaitiaki ngā painga me ngā pānui rānei. Ua ngā pātai kāu mōhio ai koe.
- Whakaritenga Mō Ake**
Kāi a koe tōu ake tikanga, te whakaaue, te whakakōwhiri rānei.
- Tautoko**
I te nuinga o te wā e ahei ana kāu whiri kaitiaki kōu.
- Ako Me Te Rangahau**
E hāngai ana te kōwhiri o tōu tika ki ngā mahi ako me te rangahau.
- Amuamu**
E pai mōu atu te amuamu. Mā te amuamu kā pai ake ngā ratonga. Me mōhio te huarahi tōu amuamu kā kōwhiri e tūtunui o te tōu amuamu.

Kōia tōnei te whakarāpopotanga o te 'Tūtohu Tika' i Ōu Tika i raro i te mana o te Tohiau Hauora, Hauātanga. E whai mana ana ēnei tikanga ngā ratonga Hauora, Hauātanga katoa, ahakoa ahu kōwhiri. Kāinga kā mahi a rohe o te ratonga Hauora, Hauātanga te tūtohu Tika Ōu Tika i te huarahi i a koe pōhio ngā kōwhiri Hauora, Hauātanga.
Kōi kōwhiri kā tautoko a rohe ki te awahiri, whakapā atu rānei ki te Tohiau Hauora, Hauātanga i te nama waea.
Auckland (09) 373 1060, Wellington (04) 494 7900, other areas 0800 11 22 33 (TTY)



Discussion

As a patient, in a hospital
or at the doctor, how do
you want people to treat
you? What rights do you
have / expect?



Development of the Code of Rights

Do you know how and why the Code of Rights was developed? Watch Anna and check your ideas.



Development of the Code of Rights Questions

1. What happened in these years?

1984

1955-1976

1987

1994



2. Why are these numbers important?

948

26



Development of the Code of Rights

Answers

1. What happened in these years?

1984	Research study about cervical cancer published.
1955-1976	Study conducted at National Women's Hospital.
1987	Metro Magazine article published.
1994	Code of Rights established after Cartwright Inquiry.

2. Why are these numbers important?

948	Number of women involved in study.
26	Estimated number of women who died.



Discussion

Tell me what
you think of this
story.

So why does
everyone at
work need to
know about the
Code?

What should the
doctors have
done?

